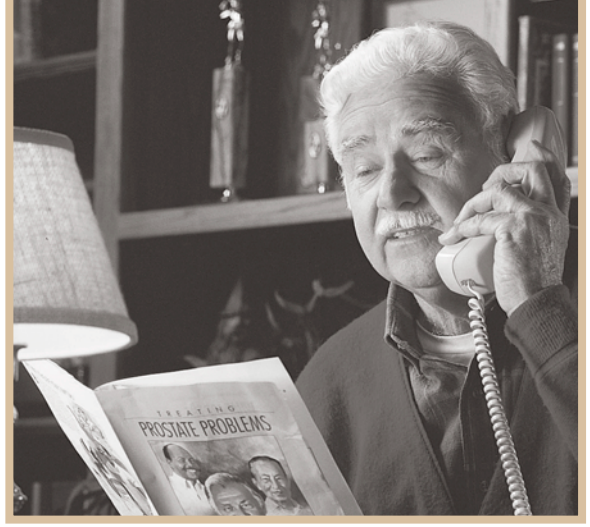
Partnership

The Nurse First Disease Management Program is operated by McKesson under the direction of Montana Medicaid.

McKesson is a leading provider of disease and care management services offering more than 25 million enrolled members immediate access to a broad range of services. McKesson's "virtual care centers" utilize patented algorithms and a technically advanced software system to ensure consistent and clinically sound patient assessment, care planning and delivery.



Care Coordination

The Nurse First Program is provider-directed, nurse mediated and patient managed. The goals of the program include:

- Assist local providers by enhancing the education provided to the client.
- Support local providers to promote client adherence to prescribed treatment plans.
- Supplement the care clients receive between provider visits.
- Provide clients with scheduled calls, easy to understand written materials, and 24x7 access to specially trained registered nurses.
- Conduct in-home visits for clients who are hard to reach, have language barriers or have complex care coordination needs.
- Improve clinical outcomes.

What the nurses do

The nurses provide on-going support and follow-up based on each client's medical needs. The nurses:

- Review client health history and current medical condition.
- Deliver client-specific education, counseling and monitoring.
- Communicate intermittent, concise summaries and alerts to local medical providers regarding sentinel events, current symptoms or other concerns.
- Facilitate case management involvement.

Questions – Contact Us

If you have any questions or concerns regarding the program, please call 1-800-330-7847.

Montana Medicaid offers a disease management program to Medicaid clients identified with asthma, diabetes, congestive heart failure, or chronic pain. These clients receive care management services designed to improve their health outcomes.

The program promotes adherence to local provider treatment plans and evidence-based guidelines. Specially trained registered nurses provide individualized counseling and education through face-to-face and telephonic interactions. Clients have access to a nurse advice line 24 hours a day, 7 days a week for health care questions and concerns.

Medicaid clients meeting program eligibility requirements are automatically enrolled in the program. Clients who do not wish to participate may "opt-out" at any time.

Providers are encouraged to contact Nurse First to request specific treatment options they would like reinforced with their patients. Providers can contact Nurse First by calling toll free at 1-800-330-7847 or via fax at 1-800-542-8074.

Clinical Guidelines

The Nurse First Disease Management Program strictly follows national clinical guidelines.

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The Nurse First Disease Management Program

Program Overview

Nurse First
by Montana Medicaid